**Job Information Pack**

This pack contains the following information:

* Job details
* The application process
* Information about Bridgeton Citizens Advice Bureau
* Job Description
* Person Specification

**Job details**

Job title Patient Adviser

Reporting to Manager

Location 35 Main Street, Bridgeton, G40 1QB
Employer Bridgeton Citizens Advice Bureau, 35 Main Street, Glasgow,

G40 1QB

Hours: 35 hours per week

Type of contract: Fixed Term to 31st March 2015

Salary: £26,371 per annum

**The application process**

Application deadline:Wednesday 23rd July 2014

Interview date: Friday 8th August 2014

Interview location: 31 Main Street, Glasgow, G40 1QB

Please email completed application forms to adminassistant@Bridgetoncab.casonline.org.uk , alternatively by post marked ‘Private and Confidential’ to:

Frank Mosson

Manager

35 Main Street

Bridgeton

Glasgow

G40 1QB

**About Bridgeton Citizens Advice Bureau**

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from 205 service points that cover Scotland from the islands to the City Centres.

The Bureaux are staffed by trained volunteer advisers under the supervision of the Manager, and provide responses to clients' enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and debt.

Bridgeton Citizens Advice Bureau was established in the East End of Glasgow in 1972. The Bureau works in close partnership with the other Glasgow Bureaux in providing a solicitor project and a home visiting service and is part of the Greater Glasgow & Clyde consortium providing Patient Advice & Support Services.

Bridgeton CAB is also part of the Glasgow Advice Service consortium and receives funding from the Glasgow Advice Agency through a sub-contract.

Bureaux are autonomous bodies under the control of a local Board of Management. Directors are volunteers drawn from the local community. The Board is responsible for the overall service and is the employer of paid staff.

All bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), and as such must meet specific conditions of membership related to standards of service and other matters. The Association receives financial support from central government through the UK Government Department of Business Innovation and Skills.

Enquiries to CAB are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters.

The main enquiries at the present time relate to problems with welfare benefits; debt and eviction; employment; housing; and family and personal situations. The economic recession has led to a significant increase in demand for our services.